

NextCloud Refuse to Connect

10/18/2023 NextCloud files seemed to slow down then it went offline entirely.



This site can't be reached

cloud.studianova.org refused to connect.

Try:

- Checking the connection
- [Checking the proxy and the firewall](#)

ERR_CONNECTION_REFUSED

Details

Reload

SITREP

- I was working in files, noticed that files were slowing down. Also copied files were blank.
 - Also very long times to select all and copy
- **Then Nextcloud went totally offline**
- Checked Talk app was hanging, not functional
- Checked IONOS servers were online and 'green'
- Checked Moodle, BBB, Bookstack App, Studia Nova, Freedom Library were all up and running.
- Called Customer support, the person could not 'find nextcloud' on SNAapps or SN cloud

Recent Changes

- 2F had been implemented earlier in the day, but no direct issues afterward
- Rakib had been working on setting up the back-ups using the IONOs package

Immediate Actions Taken

- IONOS Customer support re-booted both servers, this resolved the issue, took a few minutes to come up
- Ticket was put in to find out why he can not see nextcloud on any of the servers, all three were checked, also to investigate why it went offline.

Corrective Action

1. Ask Rakib to investigate the back up process and come up with a fix
2. Customer support can not see that Nextcloud is installed, address with Rakib - Rakib used different file names
3. Get a list or screenshot of the applications on each server so Victoria can work with customer support.

Lessons Learned

- We can not store critical passwords only in nextcloud, we must have a secondary back up.
- *hardcopy on file at 3161*
- Victoria can not see the software IP address and can not work with customer support

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